

# Standard Operating Procedure (SOP)

## Maintenance Request and Repair Workflows

This SOP defines the **maintenance request and repair workflows**, detailing the process for submitting, reviewing, prioritizing, and completing maintenance requests. It covers the responsibilities of personnel, timelines for response and resolution, documentation requirements, and communication protocols to ensure efficient handling of repair tasks and minimal operational downtime.

### 1. Purpose

To outline the standardized process for handling maintenance requests and repairs, ensuring timely resolution, clear communication, and comprehensive documentation.

### 2. Scope

This SOP applies to all employees, supervisors, and maintenance staff involved in initiating, evaluating, processing, and completing maintenance and repair requests.

### 3. Responsibilities

Role	Responsibilities
Requester	<ul style="list-style-type: none"><li>Submit maintenance/repair request form with precise details.</li><li>Provide relevant photos or documentation if applicable.</li></ul>
Supervisor/Manager	<ul style="list-style-type: none"><li>Review and assess the urgency and validity of requests.</li><li>Prioritize and assign requests to maintenance personnel.</li><li>Communicate status updates to requesters.</li></ul>
Maintenance Staff	<ul style="list-style-type: none"><li>Complete assigned repair tasks within specified timelines.</li><li>Update job status and document completed work.</li></ul>
Administrator (optional)	<ul style="list-style-type: none"><li>Maintain records of all requests and related documentation.</li><li>Generate periodic reports on maintenance workflow metrics.</li></ul>

### 4. Procedure

- Submission of Maintenance Request**
  - Requester fills out the official maintenance request form (paper/online system).
  - All required fields must be completed, including location, description of issue, and urgency.
  - Attach supporting documents or images if necessary.
- Review and Acknowledgement**
  - Supervisor reviews request within **1 business day** of submission.
  - Acknowledges receipt to requester and logs the request in the maintenance tracking system.
- Prioritization and Assignment**
  - Supervisor determines urgency according to established criteria (see section 5).
  - Assigns the request to available maintenance staff.
  - Communicates expected response and resolution timeline to requester.
- Repair/Resolution**
  - Maintenance staff perform the repair according to assigned priority and keep a record of actions.
  - If additional parts or approvals are required, inform supervisor and update requester on revised timeline.
- Completion and Documentation**
  - Upon completion, maintenance staff close the ticket and enter detailed notes on work performed.
  - Supervisor reviews the completed work and confirms requester satisfaction.
- Follow-Up**
  - Any recurring or unresolved issues are escalated according to organizational procedures.

## 5. Prioritization Criteria

Priority	Description	Response Time	Resolution Time
High	Safety, security, or major operational impact (e.g., power outages, leaks, hazards)	Within 2 hours	Within 24 hours
Medium	Moderate impact or potential service disruption	Within 1 business day	Within 3 business days
Low	Minor inconveniences, cosmetic issues, routine maintenance	Within 2 business days	Within 7 business days

## 6. Documentation Requirements

- All requests and actions must be recorded in the maintenance management system.
- Include date/time stamps, names of personnel, and detailed descriptions of repairs performed.
- Retain all records for a minimum of 3 years or as specified by organizational policy.

## 7. Communication Protocols

- Requesters receive prompt acknowledgement of requests.
- Requesters and stakeholders are updated on status changes and completion of repairs.
- Escalate communication for high-priority issues to relevant management or departments.
- Use organization-approved channels (e.g., email, maintenance portal, internal messaging).

## 8. Review and Continuous Improvement

- This SOP will be reviewed annually or after major process changes.
- Staff are encouraged to suggest improvements for efficiency and effectiveness.
- Track metrics such as average resolution time and customer satisfaction for ongoing optimization.

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_